AUTO CANCEL ORDER

USER GUIDE

Version 1.0.1

Welcome to Auto Cancel Order Extension for Magento 2 developed by Sparsh.

This extension allows store owners to auto cancel orders of the specified order statuses and payment methods after a specific period of time, which helps in order management.

KEY FEATURES:

- Enable/Disable from the backend
- Save the time and effort of manual canceling order
- Automatically cancel the order after a defined date
- Automatically cancel the order with the following statuses:

  Pending Payment

  Pending

  Payment Review

  Suspected Fraud
- Specify the payment method, duration, and unit of which to auto-cancel the orders.
- Email notification to the admin and customers when an order is canceled.
- Select the admin email to which order cancel notification will be sent.
- Choose the email template for both admin and customer email notification.
- Easy order management

1. CONFIGURE AUTO CANCEL ORDER EXTENSION

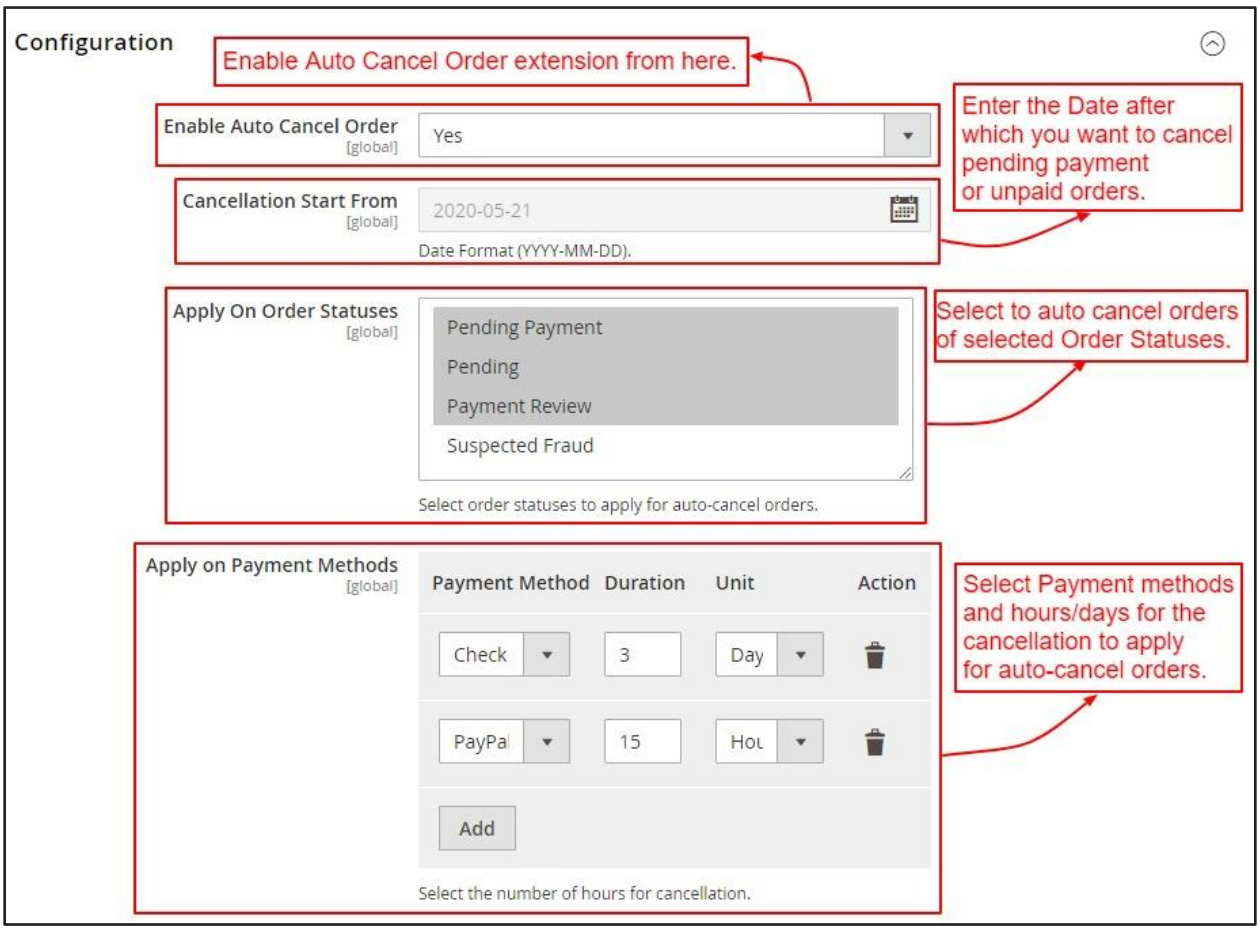
In order to use this extension, you first need to enable it from backend.

Go to Magento 2 Admin > Login > Stores > Configuration > Sparsh Extensions > Auto Cancel Order.

Expand the **Configuration** section, and do the following:

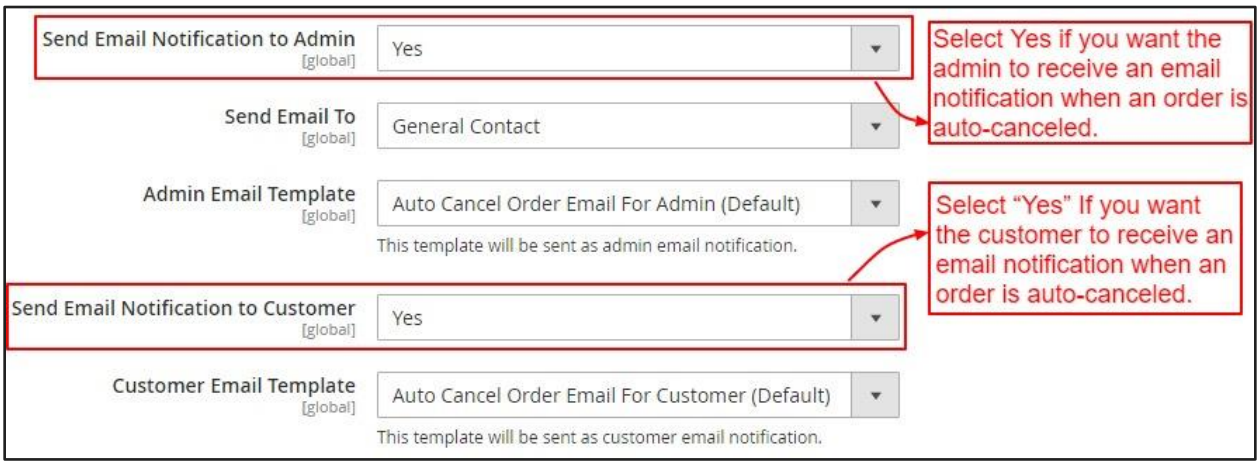
- **Enable Auto Cancel Order**: Select “Yes” to enable this extension.

➢ **Cancellation Start From**: Specify start date from where auto canceling an order is in effect.
➢ **Apply On Order Statuses**: Select order statuses to apply for auto-cancel orders.
➢ **Apply on Payment Methods**: Select payment methods and hours/days for the cancellation to apply for auto-cancel orders.



➢ **Send Email Notification to Admin**: Select “Yes” If you want the admin to receive an email notification when an order is auto-canceled.
➢ **Send Email To**: Choose on which email, Admin will receive an email notification when an order is auto-canceled.
➢ **Admin Email Template**: Choose an email template for the admin email notification when an order is auto-canceled.
➢ **Send Email Notification to Customer**: Select “Yes” If you want the customer to receive an email notification when an order is auto-canceled.

➢ **Customer Email Template**: Choose an email template for the customer email notification when an order is auto-canceled.



Clear cache from System > Tools > Cache Management if required.

2. BASIC CONFIGURATION

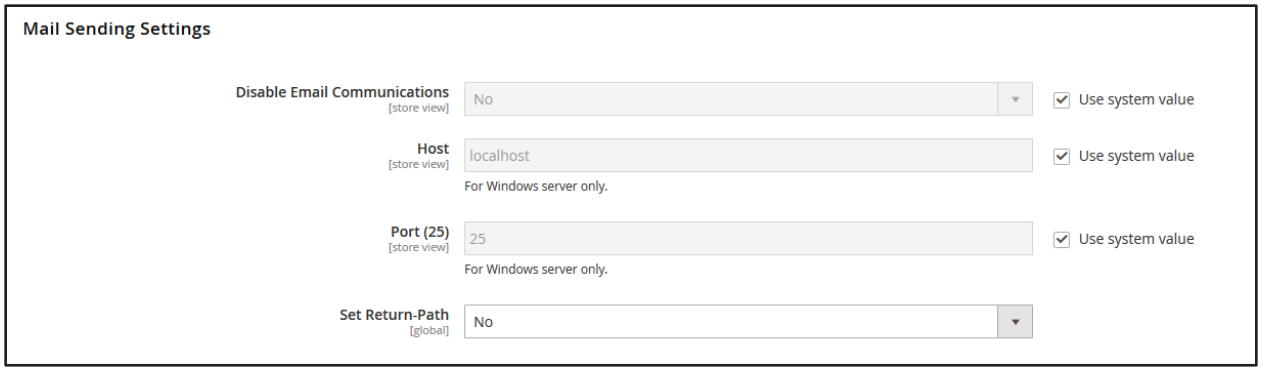
To make this extension work 100%, below basic configuration needs to be done first.

2.1. ENABLE EMAIL CONFIGURATION

Go to Magento 2 Admin > Login > Stores > Configuration > Advanced > System > Mail Sending Settings

You can also install any third-party extension for SMTP email.

You can find more details on https://docs.magento.com/m2/ce/user_guide/system/email-communications.html



2.2. SET FROM EMAIL ADDRESS

Go to Magento 2 Admin > Login > Stores > Configuration > General > Store Email Addresses > Sales Representative

By default, sales representative name and email are used as from name and email address.

2.3. SET UP CRON JOB

Below cronjob needs to be set up properly as part of the Magento setup.

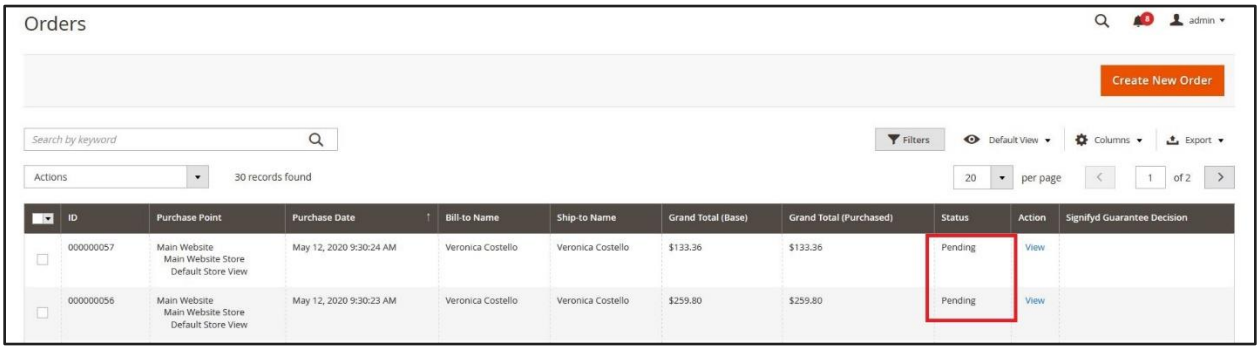
bin/magento cron:run --group default

You can find more details on https://devdocs.magento.com/guides/v2.3/config-guide/cli/config-cli-subcommands-cron.html

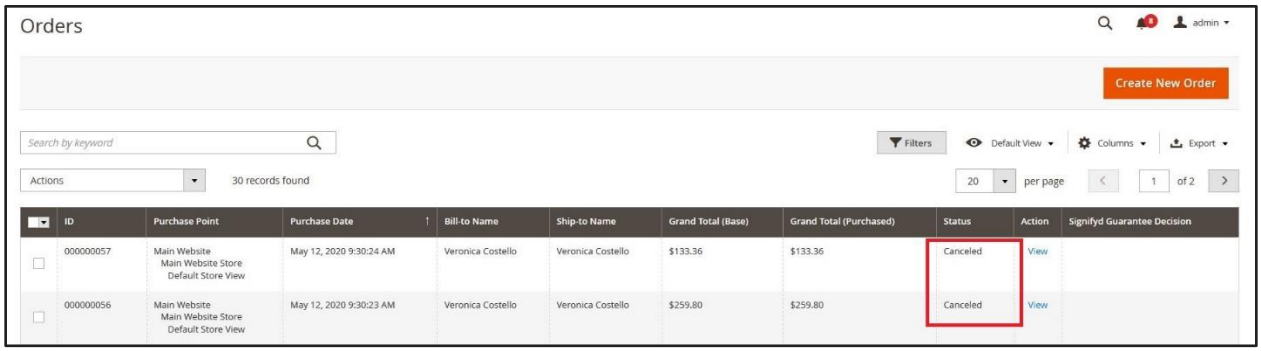
3. AUTO CANCELING ORDER - CRON

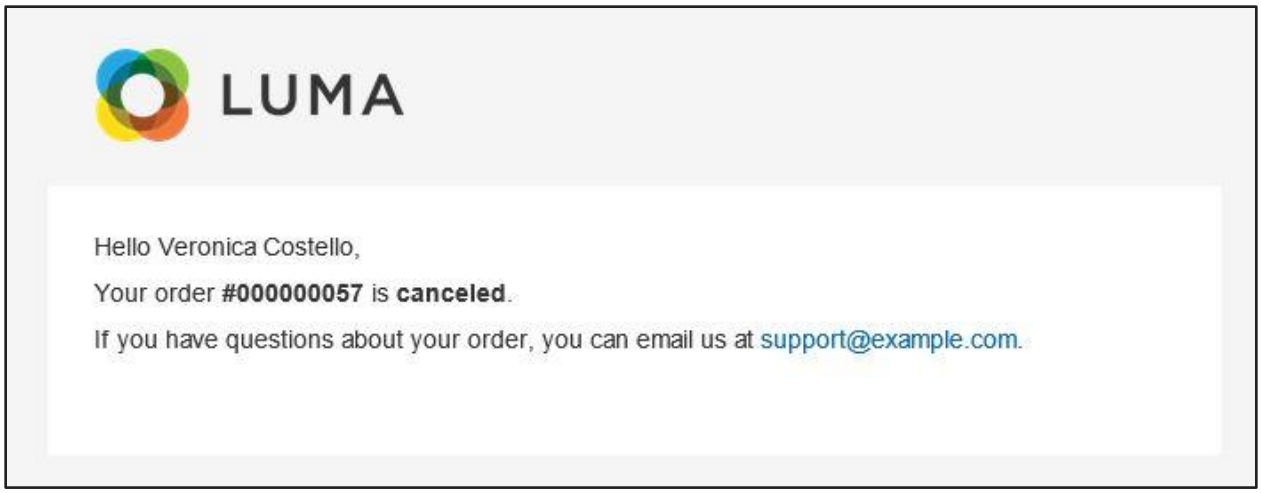
Both the admin and/or customer will receive an email notification once an order is auto-canceled by Cron based on defined cancelation date, order statuses, and payment methods configured in the backend.

3.1 BEFORE AUTO-CANCELATION



3.2 AFTER AUTO-CANCELATION



3.3 ADMIN EMAIL NOTIFICATION

3.4 CUSTOMER EMAIL NOTIFICATION